

JUL 08 2004

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Attorney Docket RSW920010129US1

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

In re application of Suresh Ganesan, et al.

July 8, 2004

Serial Nbr: 09/932,368

Filed: August 17, 2001

For: Web-Based Distributed Call Center Architecture

Art Unit: 2642

Examiner: Thjuan P. Knowlin

5/A
smc
7/13/04**AMENDMENT/RESPONSE**Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This amendment/response is submitted in response to the Office Action mailed on April 8, 2004. The following remarks are respectfully submitted.

Serial No.09/932,368

-1-

Docket RSW920010129US1

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Amendment/Response Transmittal

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Sir:

Transmitted herewith for filing please find an Amendment/Response in the above-identified Application (16 pages).

☒ No additional fee is required.☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 09-0461. A duplicate copy of this sheet is enclosed.☒ Any additional filing fees required under 37 C.F.R. §1.16.☒ Any patent application processing fees under 37 C.F.R. §1.17.

Date: July 8, 2004

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CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-identified papers, a total of 18 pages (including 2 copies of this transmittal sheet), are being facsimile transmitted to the Patent and Trademark Office at (703) 872-9306 on July 8, 2004.

Marcia L. Doubet
(Name of person sending paper or fee)Marcia L. Doubet
(Signature of person sending paper or fee)